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ABSTRACT

A training manual created by a reference librarian at Kent State University who was responsible for training and supervising graduate library science students for reference work, this handbook is offered as a guide to librarians for developing a training program for preprofessionals or nonprofessionals who work at a library reference desk. The manual first briefly discusses four aspects of training--planning, preparation, execution, and evaluation--and then provides examples of resources used for training student reference assistants (SRAs). These examples include: (1) an outline of the duties and responsibilities of training coordinators and SRAs; (2) sample letters for responding to queries about employment in the reference department; (3) student work schedules; (4) an SRA information sheet; (5) forms for listing projects; (6) an itinerary for a library tour; (7) copies of worksheets used to test understanding of library procedures together with the answers; (8) copies of OCLC exercises used to test understanding of OCLC procedures and the answers; (9) a library guide on interlibrary loan searching, with sample questions and answers; (10) letters explaining midterm discussions with, and evaluation of, SRAs; and (11) a guide to indexes on current events, with questions and answers on the indexes. (20 references; 8 notes) (CGD)

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TRAINING COORDINATOR'S MANUAL:

A HANDBOOK FOR TRAINING PREPROFESSIONALS AT A REFERENCE DESK

by Judith K. Ohles

IR052627

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

PREFACE

Many academic libraries struggle with the issue of how to adequately provide reference desk coverage. With reference librarians often involved in a number of other activities, it becomes difficult to balance those duties with hours on the reference desk. Additional responsibilities may include bibliographic instruction, online searching, library committee work, involvement in state and national library associations, and often research and publishing, as well as various other projects.

In order to provide sufficient reference desk coverage, many academic libraries are training paraprofessionals for reference desk work. Those institutions that are fortunate enough to have a library school can utilize the library science students to staff the reference desk. These students are ideal for this purpose for several reasons. The most compelling reasons are the following: they are usually extremely motivated since they are working in their chosen field; and, their coursework supplements the training they receive in the Reference Department.

During my time at as a Reference Librarian at Kent State University (August 1986-May 1988), I was responsible for training and supervising the graduate library science students. As Training Coordinator, I was involved in all aspects of training and supervision, and had the opportunity to develop and implement a successful training program. I was then able to create a training manual for the position of Training Coordinator. The manual follows, and is intended to be a guide to developing a

training program for preprofessionals or nonprofessionals who work at a reference desk.

Acknowledgements

Many colleagues assisted with the development of this training program, whether it was through suggestions for improvements, developing library guides that I later used with the Student Reference Assistants (SRAs), or helping the SRAs with difficult questions at the reference desk. I would like to thank the Kent State University Library Reference Department as a group for their assistance, support, and encouragement.

A few individuals bear special mention. I would first like to thank the Head of Reference, Martha Goold, who gave me freedom to develop and implement the program, valuable advice, and limitless support and encouragement. The Reference Department Committee on Student Utilization and Training, composed of Dr. James Geary, chair, Ruth Main, Julia Canan, and myself, wrote the list of basic duties of the SRAs and the Training Coordinator and provided recommendations for training student workers in the Reference Department. Raghini Suresh provided training on the use of OCLC and developed exercises to test understanding of OCLC procedures. The other members of the Reference Department helped in various ways, and I appreciate them and their support and assistance.

INTRODUCTION

> Training. The process of developing the knowledge, skills, and attitudes needed by employees to perform their duties effectively and to meet the expectations and goals of the organization. This diverse process, which may be performed by supervisors, fellow employees, and personnel officers, involves planning, preparation, execution, and evaluation.[1]

This definition of training enumerates the duties of a Training Coordinator. This manual is an attempt to gather the resources used to train the Student Reference Assistants (SRAs) since August 1986. The result is a combination of ideas from professional literature, suggestions from various librarians as well as a former Training Coordinator, insights of what would be helpful from having been an SRA, suggestions from current SRAs, and common sense. The hope is that a librarian who inherits this position in the future will have his or her work made easier with this manual.

This manual will cover the four aspects of training listed in the definition: planning, preparation, execution, and evaluation. Examples of what have been done locally will be included and cited where appropriate.

I. PLANNING

Planning is done in conjunction with the Head of the Reference Department. Several decisions about the Student Reference Assistants must be made, such as: how many hours should they (ideally) cover at the desk; how many students are needed; and, does the library budget support the number of students needed. Most of this preliminary planning is done by the Head of Reference with the Budget and Personnel Officer.

Once these decisions have been made, recruitment of qualified library science students should begin. Recruitment can be active, in the form of a posted job description in the library science office and student lounge. Experience has shown that "passive recruitment" (word-of-mouth) is often a successful way of attracting qualified students. In other words, library science students who come into contact with current SRAs may inquire about the availability of jobs. Obtaining resumes from potential employees is very desirable to determine previous work experience and subject background or expertise. Interviews by the Head of Reference together with the Training Coordinator can delineate various aspects of the job. At this time, the student should be shown the document "Student Reference Assistant Duties and Responsibilities"(see p. 8). Scheduling and evening and weekend hours should be explained.

Once the student commits him or herself to the position and the Head of Reference and Training Coordinator decide to hire the student, he or she needs to be directed to the Student Employment Office to complete the appropriate forms. The library Budget and Personnel Officer should be informed about the incoming SRAs.

Students who have inquired about positions when they are full should be so notified (see p. 9), and students who have been interviewed who have not been hired should also be so notified (see p. 10).

II. PREPARATION

Once the students are hired, the Training Coordinator should contact them to welcome them to the Reference Department and request class schedules and "mock" work schedules (see p. 11). The Training Coordinator will then schedule daily and weekend hours (see p. 15, 16). When the weekend schedule is approved by the Head of Reference, the Training Coordinator can distribute it to the SRAs along with a brief description of selected aspects of the training program (see p. 12). Returning SRAs also need to be notified of their work schedule (see p. 13, 14).

III. EXECUTION

The execution of the training program consists of various methods which are enumerated in the document "Training Coordinator Duties and Responsibilities." (see p. 7) Examples of what has been done since August 1986 are contained in the manual. The calendar that follows describes the approximate time frame for Training Coordinator duties:

TRAINING COORDINATOR CALENDAR

Before the semester begins

1. Recruit and hire SRAs.
2. Schedule SRA weekly hours (see p. 15).
3. Schedule SRA weekend hours (see p. 16).
4. Inform SRAs of the schedules (see p. 12-14).

Week 1

1. Distribute copies of the Reference Department Training Manual.[2]
2. Distribute a memo to the new SRAs to remind and/or inform them of the introductory aspects of the training program (see p. 17).
3. Have an introductory meeting to:
   a. go over the manual
   b. answer questions
   c. discuss the training program
4. Give each SRA a tour of the library (see p. 21-24).
5. Have them observe reference librarians at the desk with both reference and directional questions.
6. Have them fill out an information sheet (see p. 18)

Week 2

1. Have SRAs begin answering directional questions.
2. Hold a meeting covering the reference interview and searching OCLC for Interlibrary Loan (ILL) requests.
3. Distribute worksheets for them to complete and return (see p. 25-28).
4. Provide training in OCLC (see p. 29-31).
5. Provide training in searching OCLC for ILL requests (see p. 32-33).
6. Distribute topic preference sheet (see p. 34).

Week 3

1. Go over worksheets individually with them.
2. Have SRAs begin answering all questions. Distribute a memo on reference search strategies and referring questions (see p. 35-36).

Week 4

1. Hold a meeting covering a various aspect of reference work, e.g. business information sources (see p. 37-42).

Weeks 5 & 6

1. Hold meetings covering other aspects of reference work, e.g. government documents (see p. 43-46) or legal sources (see p. 47-48).

Weeks 7 & 8

1. Hold mid-term discussions (see p. 49-51).
2. Hold a meeting covering another aspect of reference work, e.g. current events (see p. 52-54).

Week 9

1. Distribute a memo responding to the midterm discussions (see p. 55-56).

Week 13

1. Schedule evaluations for week 14 or 15 (see p. 57).
2. Request comments from librarians about the SRAs' work performance (see p. 58).

Week 14

1. Request class schedules and "mock" work schedules for the next term.
2. Request work schedules for finals week.

Week 15

1. Hold evaluations with the Head of Reference (see p.59).

Throughout semester

1. Schedule workshops by librarians who are subject specialists, e.g. business, education, law.
2. Feedback on an individual basis.
3. Feedback on a group basis.
4. Distribute and keep a record of projects (see p. 19-20).

IV. EVALUATION

Informal evaluation goes on during the semester with feedback on an individual basis and on a group basis. In the past, "mid-term discussions" (see p. 49-51) have been scheduled to discuss the SRAs' work performance with them. A standardized evaluation form (see p. 59) is used at the end of each semester with the Training Coordinator and the Head of Reference going over the evaluation orally with each SRA.

TRAINING COORDINATOR DUTIES AND RESPONSIBILITIES[3]

1. Develop internal correspondence, as appropriate.

2. In conjunction with the Head of the Reference Department, schedule Student Reference Assistant (SRA) hours.

3. Coordinate and distribute special projects to the SRAs and keep a record of these projects on a standard form noting the following items: nature of the project, date given, date completed, and any relevant comments.

4. Explain or clarify the policies and procedures of the Reference Department.

5. Hold meetings with the SRAs to cover various aspects of reference work.

6. Provide a tour of the library so that the SRAs can successfully answer directional questions and lead tours.

7. Develop training aids, and utilize already-developed aids, as appropriate (e.g. exercises, library guides).

8. Provide training in OCLC, coordinated by a designated reference librarian.

9. Provide feedback on an individual basis.

10. Provide feedback on a group basis, usually in the form of written communication addressing a specific aspect of reference work or a specific problem noticed by a reference librarian.

11. Request comments from the reference librarians about the SRAs' work performance, and, together with the Head of the Reference Department, provide periodic evaluations (e.g. at the end of a semester).

12. Provide any information needed for the SRAs to function smoothly in the Reference Department.

13. Update and revise the training manual, preferably on an annual basis.

STUDENT REFERENCE ASSISTANT DUTIES AND RESPONSIBILITIES[4]

1. Answer in-person and phone queries at the Reference Desk.

2. Assist reference librarians in collection development in various ways, such as helping to:

   a. determine KSU holdings of various materials
   b. search for book reviews
   c. generate print-outs from Choice (and various other sources) of items not owned by KSU

3. Annotate various reference sources with call numbers of items owned by KSU.

4. Frequently and regularly re-file microfiche collections located in the Reference Center and file the various new shipments, irregularly received, plus re-routing as necessary.

5. Prepare new materials for the reference shelves and index tables. Prepare materials leaving the reference area for the designated area.

6. File reference shelf list cards of new reference materials.

7. Prepare and file cards of new reference materials.

8. Search OCLC for ILL requests.

9. Assist in the development of library guides.

10. Assist in the compilation of bibliographies.

11. Lead tours, for FLIP (Freshmen Library Instruction Program) and other programs, as needed.

12. Assist in special projects and other duties, as needed.

Date

Name
Address

Dear ____,

Thank you for your letter asking about possible employment in the Reference Department this fall. Unfortunately, we do not presently have any openings.

You might consider checking with the Budget and Personnel Officer (___-____) about possible openings in other departments of the library.

Thank you for your interest in the Reference Department.

Sincerely,

Judy Ohles
Reference Librarian/
Training Coordinator

Date

Name
Address

Dear ___,

The Head of Reference and I appreciate very much your interest in the Reference Department.

Unfortunately we cannot offer you a position at this time; however, we will certainly keep your resume on file for future reference.

You might consider checking with the Budget and Personnel Officer (___-____) about possible openings in other departments of the library. I wish you the best of luck in finding a position.

Sincerely,

Judy Ohles
Reference Librarian/
Training Coordinator

Date

Name
Address

Dear _____,

I am very pleased that you will be joining the Reference Department staff this fall semester. Because I am the Training Coordinator for the Student Reference Assistants (SRAs), we will be working closely together. I look forward to getting to know you and developing a mutually rewarding work relationship.

As you may know, we would like to have your class schedule and a "mock" work schedule (up to 20 hours/week with one evening from 5:00-10:00) by _____. This will enable us to complete SRA work schedules and notify you of your schedule.

Please feel free to call me at ___-____ with any questions or concerns.

Sincerely,

Judy Ohles
Reference Librarian/
Training Coordinator

Date

Name
Address

Dear ___,

The Head of Reference and I have developed work schedules for the SRAs for fall semester. I have enclosed a copy of the schedule. Please report to my desk the first hour that you are scheduled.

Your first few weeks here are bound to be hectic ones. I will try to reduce some uncertainty you may presently feel by explaining some points of our training program:

1. When you arrive, you will be given a Reference Department Training Manual. Please read the manual thoroughly. We will have a meeting during the first week and will go over the manual. I will also answer any questions.

2. The first week that you are scheduled at the desk, we ask that you not answer any questions. We have set aside this time so that you can observe the reference librarian to whom you have been assigned. As an observer you will follow the professional librarians as they answer questions and respond to the requests of the patrons.

The second week that you are scheduled at the desk, we ask that you begin answering directional questions, but continue to observe librarians as they answer more in-depth, reference questions. By the third week, you may begin answering any questions with which you feel comfortable.

Again, I am looking forward to working with you. Please don't hesitate to contact me with any questions or concerns.

Sincerely,

Judy Ohles
Reference Librarian/
Training Coordinator

Enc.

Date

Name
Address

Dear _____,

I'd like to thank you for your diligent work during intersession and throughout this summer. Your conscientious work in the Reference Department has enabled us to continue providing quality service throughout staff vacations, special projects, and other unforeseen circumstances.

The Head of Reference and I have developed SRA work schedules for fall semester. I have enclosed a copy of the schedule. Please report to the Reference Desk the first hour that you are scheduled.

I look forward to working with you again this fall semester. Please don't hesitate to contact me with any questions or concerns.

Sincerely,

Judy Ohles
Reference Librarian/
Training Coordinator

Enc.

Date

Name
Address

Dear ___,

Happy New Year! I hope you had a happy and relaxing holiday. I am looking forward to working with you again this spring semester.

The Head of Reference and I have developed tentative SRA work schedules for spring semester. I have enclosed a copy of the schedule. Please report to the Reference Desk the first hour that you are scheduled.

I'm looking forward to having you back. Please don't hesitate to contact me with any questions or concerns.

Sincerely,

Judy Ohles
Reference Librarian/
Training Coordinator

Enc.

SRA WEEKLY SCHEDULE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9-10	Sheila Chris*	Sheila*	Dan Chris	Chris	Susan* Chris*
10-11	Sheila Chris*	Sheila*	Dan Chris	Chris	Susan* Chris*
11-12	Sheila Chris*	Dan Sheila*	Chris	Chris	Susan* Chris*
12-1	George Chris	Dan George	Chris	George* Chris	George* Chris*
1-2	Susan George	George	Sheila*	Susan* George*	George* Dan*
2-3	Susan George	George	Sheila*	Susan* Dan*	George* Dan*
3-4	Susan	George	Sheila* Dan	Susan* Dan*	George* Dan*
4-5	Susan	Dan George	Sheila* Dan	Dan* Susan*	George* Dan*
5-6	Dan	Dan	George	Sheila	
6-10	Dan	Susan	George	Sheila	

* hours free when working Sat. or Sun.

STUDENT REFERENCE ASSISTANTS' WEEKEND SCHEDULE

Saturdays 9:00-5:00 (1 hour lunch)		Sundays 1:00-9:00 (1 hour dinner)	
	*** free times**		
1/23	George (*1/21;1/22)	1/24	Dan (*1/21-23,p.m.)
1/30	Sheila (*1/26;1/27)	1/31	Chris (*1/25,9-12;1/29)
2/6	Susan (*2/4;2/5)	2/7	George (*2/4;2/5)
2/13	Dan (*2/11;2/12)	2/14	Sheila (*2/9;2/10)
2/20	Chris (*2/15,9-12;2/19)	2/21	Susan (*2/18;2/19)
2/27	George (*2/25;2/26)	2/28	Dan (*2/25;2/26)
3/5	Sheila (*3/1;3/2)	3/6	Chris (*2/29,9-12;3/4)
3/12	Susan (*3/10;3/11)	3/13	George (*3/10;3/11)
3/19	Dan (*3/17;3/18)	3/20	Sheila (*3/15;3/16)
3/26	12:00-4:00 Chris (*3/25)	3/27	**Library is closed**
	4/2; 4/3 SPRING BREAK -- LIBRARY CLOSED		
4/9	Susan (*4/7;4/8)	4/10	George (*4/7;4/8)
4/16	Dan (*4/14;4/15)	4/17	Sheila (*4/12;4/13)
4/23	Chris (*4/18,9-12;4/22)	4/24	Susan (*4/21;4/22)
4/30	George (*4/28;4/29)	5/1	Dan (*4/28;4/29)
5/7	Sheila (*5/3;5/4)	5/8	Chris (*5/2,9-12;5/6)

PLEASE NOTE Free times for working weekend hours are as follows:

Chris -- Mondays, 9:00-12:00; Fridays, 9:00-1:00

Dan -- Thursdays, 2:00-5:00; Fridays, 1:00-5:00

George -- Thursdays, 12:00-2:00; Fridays, 12:00-5:00

Sheila -- Tuesdays, 9:00-12:00; Wednesdays, 1:00-5:00

Susan -- Thursdays, 1:00-5:00; Fridays, 9:00-12:00

revised 1/26

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: training

WELCOME _____! I am very pleased to have you working here and am looking forward to a successful semester. I would like to keep you informed of aspects of your new position by reminding you of some points of the training program and telling you parts you may not know.

1. During the first week you are here, I would like you to read the training manual thoroughly. If you come across anything that needs clarification, or if you have questions that the training manual does not address, please write them down. We will meet Tues., 1:00-3:00. Please meet me at my desk promptly at this time. We will then go over the manual and I will answer any questions you have.

2. I will give you a tour of the library Mon. starting at 2:00. Again, meet me at my desk. The tour is designed to familiarize SRAs with the library so that they can successfully answer directional questions and assist patrons in efficient and effective use of the library.

3. During the first week you are at the desk, you will be assigned to a professional librarian. You are to observe all questions, reference and directional. Please follow the librarian to whom you are assigned as he/she conducts the reference interview and proceeds to answer the question. If you have any questions, you are welcome to ask the librarian after the process has been completed. Before you do ask, please make sure other patrons aren't waiting for help.

4. I will try to keep you well-informed of other aspects of the training program as they occur. I will also give you as much information as I can so that you can do your job well and know what I expect of you as SRAs. I would like to re-emphasize that you are more than welcome to ask me <u>any</u> questions you may have. My door is always open. I want you to have an valuable learning experience here and will do what I can to ensure that. You can help me by letting me know your needs and how I can help you in your job.

THANKS!

STUDENT REFERENCE ASSISTANT
INFORMATION SHEET

NAME_____

ADDRESS_____

_____

PHONE NUMBER_____

BIRTH DATE_____

MAJOR(S) AND MINOR(S) (undergraduate &/or graduate)

_____

_____

OTHER AREAS OF INTEREST_____

_____

SPECIAL SKILLS_____

_____

_____

(OPTIONAL): Please comment on what you anticipate/expect to learn and accomplish from your library science courses and from your work experience in the Reference Department:

TO:_____ **DATE:**_____

PROJECT:

PURPOSE:

Deadline_____ **Report progress by:**_____ **Ongoing**_____

TO:_____ **DATE:**_____

PROJECT:

PURPOSE:

Deadline_____ **Report progress by:**_____ **Ongoing**_____

LIST OF PROJECTS FOR ____

Description of Project	Date Given	Date Due	Report By	Ongoing	Date Completed	Comments	Librarian

TOUR

BASEMENT

1. FLIP (Freshmen Library Instruction Program) classroom. Room 18, across from the Microform Center. FLIP provides freshmen students with a general orientation to the library. Students are given a lecture in the classroom, and are then given a tour of the first floor.

2. Microform Center. The Microform Center contains some current periodicals, some back issues on microfilm, and some current and back issues of newspapers. Patrons must first check the Periodicals, Serials, Newspapers Directory or CATALYST to determine if KSU owns and location. The Microform Center also contains ERIC (Educational Resources Information Center) documents, some books (designation is "xx Microform Center" in CATALYST and "xx" in the card catalog), and microfilm and microfiche readers and printers. It also has paper and microfiche copies of corporate annual reports.

3. Restrooms. Both men's and women's. Also located on the second and third floors near the elevator. On floors 4-10, men's are on even numbered floors, women's on odd numbered floors near elevators.

FIRST FLOOR

1. Telephones. Public pay phones are located on the first and third floors near the elevators. Campus/inter-library phones are on floors 1-10 near the elevator (most are yellow).

2. Photocopy machines. Located on the first 3 floors in the elevator area. There is also a machine on the 10th floor. Copies are .05 with a vendacard; .10 without. Two vendacard dispenser/change machines are located on the first floor in the machines area. Reimbursement for bad copies/lost change is from Audio-Visual Services on the 3rd floor or, when they are closed, from the circulation desk. Guides explaining the use of the vendacard system are located between the two dispenser/change machines.

3. Circulation. Near the exit. Patrons borrow and return books there as well as pay fines. To charge out materials, an ID is needed. Lost and found is located here.

4. Reserves. Attached to the circulation desk. A card catalog of reserve materials is located across from the reserves desk.

5. Current periodicals. Most current periodicals are shelved to the left of the escalator (coming into the building). They are shelved alphabetically, by title. The sorting range is located at the end of the stacks.

6. May 4th Room. Contains selected materials concerning the May 4 tragedy. A library guide on the May 4th Room is available.

7. Telephone books. Books for Ohio are shelved separately, alphabetically by city. The rest of the U.S. books are on the remaining shelves, also alphabetically by city. Also some foreign telephone books. A card file in the Reference Center indicates which directories KSU owns.

8. Encyclopedias.

9. Reference collection. Includes sources of general information -- encyclopedias, atlases, almanacs, dictionaries, handbooks, and biographical directories. The sorting range for reference materials is located at the end of the stacks (stack 15, facing Computer Assisted Instruction).

10. Sorting range. Books and periodicals are placed here before they are re-shelved on the stacks.

11. Room 122. Near CAI (Computer Assisted Instruction). Used for class instruction, lectures, and orientation.

12. CAI. Contains computerized teaching programs/study guides, laboratory for computer programming, word processing, and a program called Discover (career planning).

13. Card catalogs. There are two card catalogs: Author/Title and Subject. The card catalog is not current (as of July 1987).

14. CATALYST. The online catalog. Located on every floor of the main library. Searchable by author, title, or subject to locate books, periodicals, government documents, and other library materials.

15. Collections directory. In the center of the card catalogs. It is a black sign-board with floor designations of books by call number. Copies of the Building Guide (at the Reference Desk) also indicate locations of materials.

16. <u>Library of Congress Subject Headings</u>. Two red volumes between the card catalogs. Identifies appropriate subject entries for CATALYST and the subject card catalog.

17. Index tables. Contain frequently used indexes and abstracts. An alphabetical list is posted on columns near the consulting tables -- gives table locations of indexes and abstracts.

18. Periodicals, Serials, Newspapers Directory. Located on the consulting tables near the indexes, at the Reference Desk, and near the OCLC terminals. An alphabetical list of subscriptions that KSU has, with locations of current and back issues.

19. College Catalog Microfiche Collection. In the Reference Center. Over 3,516 college catalogs are available.

20. COM (computer output microfilm) catalogs. These three are among the most current indexing sources available in the library. Identifies years indexed; previous years are on microfiche.
    a. National Newspaper Index. Indexes 5 major newspapers -- the New York Times, the Wall Street Journal, the Los Angeles Times, the Washington Post, and the Christian Science Monitor. KSU owns all of these titles; all are located (current and back issues) in the Microform Center.
    b. Magazine Index. Indexes popular magazines.
    c. Business Index. Indexes over 810 business periodicals by subject heading and company name.

21. Reference desk. Assistance is available most hours the library is open.

22. Ready Reference Collection. Materials frequently used by the reference staff are located here.

23. OCLC terminals and printers. Near the reference desks. Identifies volumes of periodicals KSU owns and other libraries' holdings of books and periodicals. Used to get printouts for Interlibrary Loan requests.

24. Library guides. Copies of library guides are available in the wooden rack in the lobby. They are specific to KSU and provide good starting places for patrons to find material about certain topics.

SECOND FLOOR

1. Interlibrary Loan office (ILL). Room 223, adjacent to the Reference Office. Lends materials to other libraries; borrows materials for our patrons from other libraries.

2. Bound periodicals. Shelved alphabetically by title.

THIRD FLOOR

1. CIS (Computerized Information Service). Room 313, across from the elevators. Provides literature searching of databases. There is a fee for the service. Appointments are made with the secretary in the Reference Office.

2. Audio-Visual Services (A-V). To the right of the elevators. Includes a Film Service, a Graphics Arts Department, and a Self-Instruction Center. Also in charge of the copy machines.

FLOORS 4-12

1. Juvenile collection. Located on the 4th floor. Has its own card catalog, but juvenile collection materials are also listed in CATALYST and the main card catalog.

2. Sorting ranges. On floors 4-9, to the right of the elevators.

3. q and f books. Designation for oversized books (q=quarto; f=folio). At the end of the stacks on each floor.

4. Government documents. Located on the 10th floor. Staffed from 9-5 Mon.-Fri. Materials are identified in CATALYST with "MAIN government documents;" in the card catalog with "docs". Government documents are classified according to the Superintendent of Documents (SuDocs) number, instead of the Library of Congress classification. KSU is a federal depository and receives approximately 75% of depository-designated documents.

5. Special Collections. 12th floor. Hours: Mon.-Fri., 8-12; 1-5. Material is non-circulating. Consists of:
   a. Archives. Includes materials relating to the university, the history of Northeast Ohio, and May 4.
   b. Rare Books and Manuscripts.

NOT ON TOUR

1. Branch libraries -- hours for these are included in the Desk Notebook.
   a. Architecture -- 309 Taylor Hall
   b. Chemistry/Physics -- 312 Williams Hall
   c. Map -- 410 McGilvrey Hall
   d. Mathematical Sciences (open by appointment only) -- 116 Merrill Hall
   e. Music -- D5 Music and Speech Building

WORKSHEET

Answer the following questions to the best of your ability. When the worksheet is completed, return it to the Training Coordinator. Remember: this is not a quiz or a test, and will not be used in evaluations; this is simply a training device.

SHORT ANSWER

1. Identify the location of the ILL (Interlibrary Loan) office.

_____

2. What services does ILL offer?

_____

_____

3. Questions about assigned tasks or operations within the Reference Department should be addressed to _____

4. What is/are the designation(s) used to identify oversized books?

_____

5. Where would one look to identify an appropriate subject heading for CATALYST or the subject card catalog?

_____

6. Name three of the branch libraries._____

_____

7. What is the FLIP program?_____

_____

8. Define **log:**_____

_____

9. Identify three items a patron should know if he or she is interested in an online computer search.

_____

_____

_____

10. CATALYST is searchable by_____

_____

11. The Newspaper Index indexes the following newspapers: the Wall Street Journal, the New York Times, the Washington Post, the Los Angeles Times, and the Christian Science Monitor.
    a. Does the library own any of these titles?_____
    b. If yes, which titles?_____

_____

    c. Of the titles that the library owns, identify the location(s).

_____

12. The primary responsibility of reference staff while on the Reference Desk is:_____

_____

13. Patrons needing items from the archives should be directed to floor _____.
    Archives houses the following types of materials:

_____

_____

14. A-V (Audio-Visual Services) is located on floor_____

15. Define sorting range:_____

_____

16. One can determine the index table location of an index by:

_____

17. Cost for photocopies is:_____

18. Explain the usefulness of library guides: _____

_____

_____

TRUE OR FALSE

T F

___ ___ 1. Reserve materials are listed in a card catalog across from the reserve desk.

___ ___ 2. Special Collections materials do not circulate.

___ ___ 3. The Periodicals, Serials, Newspapers Directory gives information about periodical locations and volumes that K.S.U. owns.

___ ___ 4. SRAs may work on homework during slow periods at the desk.

___ ___ 5. The Magazine Index is one of the most current indexing sources available in the K.S.U. library, and it includes past years on both microfilm and microfiche.

___ ___ 6. Campus phones are located on floors 1-10.

___ ___ 7. Government documents are not classified according to the Library of Congress classification scheme.

___ ___ 8. Juvenile collection materials are listed only in CATALYST and the main card catalog.

___ ___ 9. The code-a-phone machine is on only when the Reference Desk is not staffed.

___ ___ 10. Oversized books are shelved in with the regular-sized books.

MULTIPLE CHOICE

1. Refer the following types of questions to a professional librarian on duty:
   a. emergencies
   b. directional
   c. difficult or unsual questions
   d. complaints
   e. all of the above
   f. a, c, and d
   g. a, b, and c

2. In CAI(Computer Assisted Instruction), one finds:
   a. Discover career aptitude test
   b. study guides
   c. word processing
   d. laboratory for computer programming
   e. all of the above
   f. c and d

3. The OCLC terminal provides the following information:
   a. if a book has been checked out and its due date
   b. other libraries' holdings
   c. what issues of a periodical K.S.U. owns
   d. all of the above
   e. a and b
   f. b and c

4. Ringbinders kept on the Reference Desks include the following information:
   a. circulation policies
   b. library hours
   c. list of indexes and abstracts on index tables
   d. library department telephone numbers
   e. all of the above
   f. a, c, and d
   g. b and d

5. Microform Center houses:
   a. current periodicals
   b. back issues of periodicals
   c. microform readers and printers
   d. books
   e. college catalog microfiche collection
   f. all of the above
   g. a, b, c, and e
   h. a, b, c, and d
   i. b, c, and e

6. Sources for determining library holdings are:
   a. the OCLC terminal
   b. CATALYST
   c. indexes and abstracts
   d. Periodicals, Serials, Newspapers Directory
   e. all of the above
   f. a and c
   g. a, b, and d

OCLC EXERCISES[5]

INSTRUCTIONS: Please obtain printouts for each OCLC search listed. Return the printouts to the Training Coordinator.

Basic Search Keys

Indicate in the blank spaces the search strategy used.

1. Do an author search for:
   a) James W. Geary _____
   b) John McPherson _____
   c) Dean H. Keller _____

2. Who owns John F. Ohles' book entitled Public Colleges and Universities? _____

3. Do we own Greg Byerly's Guide to Online Searching?
   _____

4. Could you get me the author's name and publication information for The Past and Likely Future of 58 Research Libraries 1951-1980? _____

5. Is there a video recording called Automated Check-In at KSU? When was it produced and by whom? _____

6. I need a list of the books authored by KSU from 1983-1985.

Other Search Keys

1. OCLC 8730746
2. OCLC 176319
3. ISSN 0022-5533
4. ISSN 0130-2671
5. ISBN 0-07-033333-5
6. ISBN 0-534-05514-1
7. LC No. 82-622369
8. SuDocs HE 20.3202:H34/2
9. SuDocs D 101.22:550-78/2
10. CODEN CMKRA5

Periodicals

Please indicate answers on the lines provided.

1. Why can't I find the April 1976 issue of Certified Accountants Journal?

_____

2. Where can I find volume 1, part 2 of OMNI?

_____

3. I need the 1978 issues of Tennis. We don't have it at KSU. Could you find out who has it?

_____

4. Is there a journal called the Unabashed Librarian? and if so, which library owns it? _____

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: OCLC exercises

You did a very good job on these. I'm very pleased. I have comments on a few of the searches. They should help to make searching easier and more effective. I've attached printouts from the searches I'll discuss.

1c. Remember the "all" command when you get a collective screen like this one. The "all" command gives you a truncated display which allows you to view all titles included in the collective display, with ease.

3. You are technically correct; we don't own a copy of the title on this cataloging record. However, note that the title is a photocopy of an ERIC document. In this case, while we don't have a paper copy of the title and our ERIC documents aren't cataloged, we probably do have a copy of the document in the Microform Center (we have most ERIC documents, e.g. ED --- ---). The patron could use the microfiche copy if he/she so desired.

4. That's correct. Just remember that full publication information includes the two other authors. Also, I chose #2 from the truncated display which shows that KSU does own the title. Just a reminder that sometimes it is necessary to check more than one entry, sometimes each entry of a truncated display, to determine if we own it, and if we don't, who does.

5. Similar to question 4. #11 of the truncated display indicates that we do, in fact, own this title.

6. Your search was fine. I just want to let you know that, to make things easier, you can further limit a search with additional qualifiers. I typed in "=kent,sta,u/bks/1983-85", got a collective display, typed "all" and got the truncated display of titles.

Other Search Keys

3. Again, your search was fine, but by looking through each entry on the truncated screen, you will find a record that indicates that KSU does own the title.

GOOD JOB! You've assimilated a lot of information and are doing very well with these searches.

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: Interlibrary Loan Searching

When you are scheduled at the desk and it is not busy, you can do the following: 1) searching for ILL; 2) do another assigned project that you can do at the desk. Always remember, though, that helping in-person patrons is our first responsibility while scheduled at the reference desk; our second responsibility is to answer phone questions. When you are doing ILL searching, you also want to be aware of others at the desk who may need the terminal, and move out of the way when they do need it.

A few things to remember about ILL searching:

1. Go with the flow. If it is busy at the desk and you get few or no searches done, don't worry. Just do what you can. All your efforts and help are very much appreciated.

2. The procedure is as follows:
   a. take the ILL forms out of the beige paper tray located behind my desk, on the shelves on the right side.
   b. search them on OCLC, making sure you print all records of a title (e.g. if a title is listed 3 times, print all 3 bibliographic records and holdings), and print all screens of a bibliographic record.
   c. for serial titles, use Ulrich's to find the ISSN (International Standard Serial Number) to plug into OCLC. Remember to use **dh** and **ulneau**.
   d. paper clip together the searches you have completed. Clip a slip of paper to the pile, indicating the date, "done," and your initials.
   e. Paper clip together the searches that have not been completed. Clip a slip of paper to them indicating "not done," and the date.
   f. return both piles to the paper tray behind my desk. Make sure they are clipped together and marked "done" or "not done."

3. If you search OCLC for a title and don't find it, indicate "not in OCLC" on the form and place it with unfinished requests.

4. If you have any questions about searching techniques, please feel free to ask me or the Interlibrary Loan staff.

5. When helping a patron with ILL requests at the desk, it is helpful to know that a patron can request 5 photocopies per week.

Please begin searching for ILL as a regular duty during your evening hours, and, if possible, on the Saturdays that you work.

Thanks so much for your help, and please feel free to direct any questions to me.

PLEASE NUMBER, by order of preference, the items that you would like covered in future meetings:

_____ BUSINESS

_____ GOVERNMENT PUBLICATIONS

_____ CURRENT EVENTS

_____ BIOGRAPHIES

_____ SCIENCE

_____ LAW

_____ EDUCATION

_____ OTHER (please list)_____

_____ _____

_____ _____

Please return this to me by _____.

THANKS!

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy DATE:

SUBJECT: reference search strategies/referring questions

I hope that you will begin to feel more comfortable with reference questions and the reference interview. Remember, be patient with yourselves and continue referring most reference questions to a professional librarian.

If you would like to start answering reference questions, you may, if you know the answer. Refer all others. To help you start in answering reference questions, I'd like to provide the following tips. Please go ahead and answer any directional questions.

As you know, an important aspect of reference work is pursuing search strategies consistent with the questions asked. To become more adept at the search strategy, you may want to consider the following items:

1. Can I determine the answer by consulting the catalog? If a patron needs to know where a specific book is, check a CATALYST terminal first to determine if we have the book and the book's location. If the item is a reference book, you may want to accompany the patron to the reference stacks. If you cannot find the book in CATALYST, you may want to consult the card catalog or OCLC.

2. Can I determine the answer by consulting the Periodicals Directory? A step-by-step description of the use of the Periodicals Directory is very useful for our library patrons.

3. Can I determine the answer by consulting the LC Subject Headings along with CATALYST? Remember: subject searches are extremely useful for locating information about various topics.

4. Can I determine the answer by consulting indexes on the index tables? Try some of the indexes and don't be afraid to learn while doing. A brief look at the introductory material may help you determine how to best use an index.

5. Can I determine the answer by consulting a library guide? The guides are extremely valuable as they have been developed with this library and the university community in mind.

Keep referring questions of which you are unsure, and begin flexing your creative/analytical muscles with your own search strategies. If you are not able to locate an answer, please do refer the question. And before you give a patron a negative answer (e.g. we don't have information on _____), please refer the question.

Please don't hesitate to contact me with any questions or concerns.

THANKS!

SUGGESTED STEPS IN SEARCHING FOR COMPANY INFORMATION

(Please note: these are simply suggestions, and there are many other directions one can take in helping a patron with company information. I have just written down what I have found helpful, and what appears to work fairly well in many instances.)

1. Hand the patron Library Guide 130: Company Information[6]

2. Start patron off with one or two sources.
   Particularly good starting places:
   a. Standard & Poor's Corporation Records Ref. HG 4501 .S7663
   -- good for a brief description of a particular company and relatively current financial information as well as a list of subsidiaries. Check in the yellow pages under the company name; under the blue pages if not found in the yellow and may be a subsidiary of another company, in which case you would need to look under the name of the parent company.
   b. Everybody's Business Ref. HD 2785 .E88
   -- good for company histories. Can help patron decide which company to research.

3. Leave patron with library guide and tell him or her to come back to the desk with any further questions or if more information is needed.

SUGGESTED STEPS IN SEARCHING FOR INDUSTRY INFORMATION

(ditto from the above Please note.)

1. Hand the patron Library Guide 134: Industry Research.[7]

2. Start the patron off with one or two sources.
   Particularly good starting places:
   a. Standard & Poor's Industry Surveys Ready Ref. HG 4921 .S752
   (two tan volumes on top of Ready Ref. stacks)
   -- includes both narrative and statistics describing the current situation, recent developments, and prospects for many industries.
   b. Value Line Investment Survey On Reserve
   c. If the information does not have to be the most current available, check in the subject card catalog under "(desired industry) industry" e.g. "television industry."

3. Leave patron with library guide and tell him or her to come back to the desk with any further questions or if more information is needed.

ANSWERS TO SPECIFIC QUESTIONS

1. Where are annual reports?

   Current annual reports are located in the Microform Center in:

   a. vertical file cabinets (paper copies). Check in the small card catalog file to see if report for a particular company is there. FYI: annual reports do circulate.
   b. reports since 1978 may be found in the Q-DATA File (microfiche copies). Patrons need to ask for these at the service window.

2. I need current information on a company.

   a. one of the best sources is the Business Index. Look under the name of the company.
   b. Another good source is the F & S Index to Corporations and Industries (Index Table 5A) -- especially good for information on small companies. Check the white pages under the name of the company.

3. I need the SIC (Standard Industrial Classification) code of a company.

   Standard & Poor's Register of Corporations, Directors, and Executives
   latest edition Directories Table
   -- volume 1 lists corporations alphabetically, with products and SIC codes.

4. I need the SIC code of an industry.

   a. Standard Industrial Classification Manual
      Ready Ref. and Ref. HA 440 .I6 U63
   -- use alphabetic index in the back of the volume
   b. F & S Index to Corporations and Industries
      -- alphabetical index in the front pages lists industries and SIC codes; especially useful for "new" industries and if very specific SIC codes are needed.

5. What companies manufacture _____?

   A few good sources:
   a. Thomas Register of American Manufacturers
      Ref. q T 12 .T6
      -- volumes 1-12 list by products and services. Gives name, address, sometimes the phone number.
   b. Standard & Poor's Register of Corporations, Directors, and Executives
      -- vol. 3 includes an index by SIC code. Must know the code of the particular industry. Must then use vol. 1 for full directory information.

6. I need the market share of a company.

a. Value Line Investment Survey (on reserve)
b. Standard & Poor's Industry Surveys Ready Ref.
-- "Index to companies" in front of either volume.
Market share statistics sometimes included in narrative of company.

7. I need recent developments in a company/industry.

a. Standard & Poor's Industry Surveys
b. Business Index

8. I need financial information on an industry.

several sources for this information:
a. Almanac of Business & Industrial Financial Ratios
Ready Ref. HF 5681 .R25 T68
-- industries listed alphabetically in index
b. Annual Statement Studies. Robert Morris
Ready Ref. HG 4519 .S772
-- alphabetic index in back
c. Industry Norms and Key Business Ratios (Dun & Bradstreet)
Ready Ref. HF 5681 .R25 I525
-- arranged by SIC code
d. Standard & Poor's Analysts Handbook
Ready Ref. HG 4519 .S772
-- industries listed in table of contents

9. I need a list of the top 10 companies in the _____ industry.

Ward's Directory of 51,000 Largest U.S. Corporations
Directories Table
-- various lists rank companies by sales and employee size within each industry

10. I need an address of a company.

a. Standard & Poor's Register of Corporations, Directors, and Executives
b. Thomas Register of American Manufacturers

11. I need the address of a company in Ohio/I need a list of companies in Ohio that manufacture _____.

a. Industrial Yellow Pages. Ohio Directories Table
b. Harris Ohio Industrial Directory Directories Table
c. Ohio Register of Manufacturers Directories Table
d. Contacts Influential (for Akron/Canton area)
Directories Table

PRACTICE QUESTIONS

1. I need information about Burger King's advertising campaign.

2. Where can I find a list of the top 5 clothing stores in the U.S.?

3. I need a list of hardware stores in the U.S., with addresses and names of the top executives.

4. Where are current statistics about companies that sell vending machines?

5. I need information about Go-Jo Industries. I think they're in the area. I need to know their address, phone number, what they manufacture, when they were established, and an annual sales figure.

6. Where can I find stock information about the National Pizza Co.?

7. Where can I get a list of pharmaceutical companies in Ohio?

8. I need to get a history of Nestle.

9. Where can I get sales figures for Coors?

10. I need a copy of the Black & Decker logo.

ANSWERS TO PRACTICE QUESTIONS

1. a. Business Index under the subject heading "Burger King Corp. -- Advertising"
   b. Business Periodicals Index (Index Table 5A) under the subject heading "Burger King Corp"

2. First, look in the Standard Industrial Classification Manual (Ref. & Ready Ref. HA 40 .I6 U63 1972), under "clothing stores, family -- retail." Here you will find that the SIC code is 5651.
   Then, a good source to answer this question is Ward's Business Directory of Largest U.S. Companies (Directories Table) under the SIC code 562.

3. First, consult the Standard Industrial Classification Manual under "hardware stores -- retail." The SIC code is 5251.
   Then, a few possibilities:
   a. Standard & Poor's Register of Corporations, Directors, & Executives (Directories Table), volume 3 in the pink pages under the SIC code 5251. This will give the patron a list of hardware stores; he or she will then have to consult volume 1, the alphabetic index, for addresses and names of chief officers.
   b. Million Dollar Directory (Directories Table) in Series: Cross Reference by Industry under SIC 5251. Alphabetic volumes would then have to be consulted for names of chief officers.

4. a. Moody's Investors Fact Sheets (Directories Table) under "V -- Vending Machines"
   b. Business Index under "Vending Machines Industry -- Statistics"

5. a. Harris Ohio Industrial Directory (Directories Table) First look in alphabetic index, then in geographic index under "Akron. Go-Jo Industries, Inc."
   b. Ohio Register of Manufacturers (Directories Table), first in alphabetic index which directs to page with information.

6. a. Stock Reports: Over the Counter & Regional Exchanges (Ref. HG 4905 .S68 Binder L-O)
   b. if the most recent information is needed, patron would have to check in the most recent issues of the Wall Street Journal (Microform Center)

7. a. Harris Industrial Yellow Pages. Ohio Region (Directories Table) under "Pharmaceuticals"
   b. Thomas Register (Ref. q T 12 .T6) under "Pharmaceuticals, OH"

8. a. CATALYST under "s=Nestle Company"
   b. Everybody's Business (Ref. HD 2785 .E88)

9. a. Standard & Poor's Corporation Records (Ref. HG 4501 .S7663 vol. C-E) in yellow pages under "Coors" which directs to appropriate pages.
   b. Value Line Investment Survey (current issues on Reserve)

10. a. Everybody's Business
    b. annual report

GOVERNMENT DOCUMENTS

*** Kent State University is a federal depository. This means that the K.S.U. Library receives many of the publications that are issued from the various government agencies. K.S.U. receives approximately 75% of all government documents that are designated for depositories. Government documents are sometimes difficult to locate. Therefore, an understanding of finding sources for government documents is useful. ***

POSSIBLE SOURCES FOR LOCATING GOVERNMENT DOCUMENTS

1. CATALYST

Documents are easily identifiable on CATALYST by the location information -- "MAIN Government Documents (floor 10)." A subject search will list all types of available materials.

If given the name of a government agency that is responsible for issuing a government document, you could start a search by typing in "a=(name of agency)", e.g. "a=united states bureau of the census" or "a=bureau of the census." In this instance, the former is preferred as it lists many more entries than does the latter. However, "a=library of congress" lists more entries than does "a=united states library of congress." The former example is more likely, but the latter exhibits the need to try different types of searchs. Another example: "a=ohio dept of education" or "a=united states dept of education."

For a title search, simply type "t=(title)", e.g. "t=nation at risk."

2. PAIS (Public Affairs Information Service)
Z 7163 .P9 (index table 1A)

PAIS indexes several types of publications, including government documents. It does not provide a complete listing of government publications, but often lists government publications dealing with a certain topic. Gives the SuDocs number. Look under the desired subject heading.

3. Monthly Catalog of U.S. Government Publications
Ref. Z 1223 .P9 (index table 1A) (also Docs)

The Monthly Catalog is the most complete listing of government publications. Includes a subject index, an author index, a title index, and a Key Word in Context index.

SELECTED SOURCES FOR LOCATING OTHER INFORMATION ABOUT THE GOVERNMENT AND LEGISLATIVE ACTIVITIES

1. CQ Almanac
   Ref. JK 1 .C663

The CQ Almanac is a type of yearbook of governmental activity -- legislative, judicial, and presidential. Check in the index under the desired topic.

2. CQ Weekly Report Ref. JK 1 .C15 (recent issues on Reserve)

CQ Weekly Report is a weekly reporting of governmental activity. More detailed information than the CQ Almanac. Also allows for one to follow current legislation.

PRACTICE QUESTIONS

1. Can I find a summary of the major decisions of the Supreme Court in 1984?

2. I'd like to find a history of the Securities and Exchange Commission.

3. I need current information on applying for Social Security checks.

4. I'd like to find books, periodical articles, and government publications on depository libraries.

5. I'm doing a report on Ohio's Department of Liquor Control and would like their annual report. Do we have it?

ANSWERS TO PRACTICE QUESTIONS

1. CQ Almanac Ref. JK 1 .C663
   Check in the 1984 volume, in the appendix -- there are pages dealing with "Supreme Court Major Decisions" (pp. 5A - 19A).

2. CATALYST under "s=united states securities and exchange" produces a subheading of "--history" with 2 books listed.

3. Monthly Catalog in the Semiannual Index for Jan.-June 1987. (Index Table 1A)
   Look under "Social Security -- United States" and there is a listing for "Applying for SSI checks?" with the SuDocs number and the entry number for the entry section of the Monthly Catalog. (HE 3.2: D45; entry number 87-2051). If you'd like, you can look in the entry section. There you'll find that the actual title is A Brief Description of the US Social Security Program. It is marked as a depository item, so there is a 75% chance that KSU owns it.

4. There are a few ways you could go about answering a question like this. You could look in CATALYST, a periodical index, and the Monthly Catalog, OR

   PAIS (Index Table 1A)
   For example, the 1986 volume, under the subject heading "Libraries, Depository" lists several articles, a book, and a government document with the SuDocs number.

5. Check in CATALYST under "a=ohio dept of liquor control". You will find that we do carry the annual reports under the call number "q HV 5079 .O3 A25."

LEGAL SOURCES -- SUPREME COURT CASES

First, some useful background information:

All published cases are located in volumes called case reports or just reports.

The precise location of any given published case can be determined by the use of case citations.

I. **Anatomy of a Case Citation** (information provided in a case citation)

1. The volume number of the report in which the case is located.
2. The name of the report, usually in an abbreviated form.
3. The page on which the case starts.
4. Most citations carry a date.

EXAMPLE: 163 U.S. 537 (1896)
This case can be found in volume 163 of the United States Supreme Court Reports on page 537. The case was decided in 1896.

PARALLEL CITATIONS
Often cases are found in more than one report. For example, U.S. Supreme Court cases can be found in three separate reports due to duplication in publishing.

1. United States Supreme Court Reports (U.S.)
   Docs JU 6.8
   This is considered the "official report."
2. Supreme Court Reporter (S.Ct.)
   Not owned by KSU.
3. Supreme Court Reports, Lawyer's Edition (L.Ed.)
   Ref. KF 101 .A5 U52
   Found in the Reference Stacks, this report gives a summary of the case and its relevance to other cases.

II. **Case Names**
In addition to citations, every case has a case name, e.g. Plessy v. Ferguson. You can also locate cases under the case name. Try the first name listed; if you can't find it under that name, try the second name listed.
-- where to look

1. Shepard's Acts and Cases by Popular Name, Part 2
   Ready Ref. KF 152 .S52
   Check in the section that indexes cases. This refers only to popular names, e.g. Hot Oil Case, not to the actual case names.
2. U.S. Supreme Court Digest. Lawyer's Edition, Table of Cases
   Ref. KF 101.1 .L3x vols. 15-15c
   Look under the case name. A case citation will be listed.

3. The Guide to American Law
   Ref. KF 156 .G77 1983
   Check in the index volume (12) under the case name. You will be lead to an encyclopedia article about the case, or one in which the case is mentioned. A case citation should be included.
4. U.S. Supreme Court Decisions
   Ready Ref. KF 101.6 .A5
   Check the index in the back pages. The cases listed will include a citation for the Supreme Court Reports and lists books in which the case is mentioned.
5. Index to Legal Periodicals
   Index Table 1A
   Check in the Table of Cases at the back of the volume. This will list periodical articles which discuss the case.
6. Table of Cases
   Each report has a "table of cases" at the front of the volume. This contains a listing of all cases contained in the particular volume of the report and their page references.

III. Finding a Case on a Particular Topic

If you do not have a particular case to look up, but need cases on a specific topic, there are several places to find this information. You may have to check several different sources or take several different courses of action to find exactly what you need.

1. Guide to American Law
   Ref. KF 156 .G77 1983
   Check the index (vol. 12) under the desired topic.
2. Legal Almanac Series
   Type "t=legal almanac series" in CATALYST. This series covers several different aspects of law. Each book will discuss the law about that topic and may cite relevant cases.
3. Nutshell Series
   Type "t=nutshell series" in CATALYST. This series covers several different aspects of law, "in a nutshell." Each book will discuss the law about that topic and may cite relevant cases.
3. U.S. Supreme Court Digest. Lawyer's Edition
   Ref. KF 101.1 .L3x vols. 15-15c
   Check volumes 1-14 under broad topic headings.
4. Index to Legal Periodicals
5. CATALYST under desired topic. First check Library of Congress Subject Headings for an appropriate subject heading, or ask a Reference Librarian.

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: mid-term discussions

During the week of _____ I will meet with each of you individually. I would like to give you the opportunity to talk about your work experience in the Reference Department -- at the reference desk and with projects. During these sessions, I want to hear from you. My main role will be that of listener. Before we meet, I would like you to reflect on the following statements and questions. We will discuss your responses during our individual meetings.

1. Discuss areas of your work that warrant recognition, those of which you are most proud.
   Indicate any plans you may have to maintain and/or strengthen your expertise in these areas.

2. Discuss areas of your work that you feel need strengthening.
   Indicate any plans you may have to strengthen these areas.

3. Discuss any rewards and joys you have encountered.
   Indicate ways in which you utilize these rewards to improve your work performance.

4. Discuss any frustrations you have encountered.
   Indicate ways in which you have dealt with these frustrations.
   Indicate suggestions you may have for dealing with these frustrations in the future.

5. What is the most important thing you have learned from your work in the Reference Department?
   How has this lesson affected your work? (e.g. ways in which your work performance has changed)

6. What do you feel is the most important skill/talent/ability you have to offer?
   How have you integrated this into your work?
   How might you further integrate this into your work?

I will inform you about the times of these mid-term discussions as soon as they are scheduled.

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: midterm discussions

During the week of _____ I will meet with each of you individually as a follow-up to the previous mid-term discussion. I would again like to give you the opportunity to talk about your work experience in the Reference Department, indicating changes in your work performance or in your feelings about aspects of reference work. Before we meet, I would like you to reflect on the following statements and questions. We will discuss your responses during our individual meetings.

1. Discuss areas of your work in which you have shown the most improvement.
   Indicate how you have improved, and how you may maintain and/or strengthen your expertise in these areas.

2. Discuss areas of your work that you feel need strengthening.
   Does this reflect a change from last semester?
   Indicate any plans you may have to strengthen these areas.

3. Discuss any rewards and joys you have recently encountered.

4. Discuss any frustrations you have recently encountered.
   Indicate ways in which you deal with these frustrations.

5. What have you recently learned that you consider most important or valuable to your work in the Reference Department?
   How has this affected your work? (e.g. ways in which your work performance has changed)

6. What do you feel is the most important skill/talent/ability you have to offer?
   Does this reflect a change from last semester?
   How have you integrated this into your work?

7. Discuss aspects of the training program that you feel are beneficial.
   How do you feel these aspects can be enhanced?

8. Discuss aspects of the training program that you feel are unnecessary.
   Indicate any alternative suggestions you may have.

9. Indicate ways in which the training program could be improved.

10. Indicate ways in which your overall experience in the Reference Department could be improved.

CURRENT EVENTS

1. **Indexes** These indexes provide listings of articles on current topics. They are updated monthly, and therefore are very good sources to check for items on a current event. There are also database equivalents to these that are updated even more frequently.

   a. Magazine Index

   b. National Newspaper Index) all are COM catalogs across from the Directories Table

   c. Business Index

2. **Periodicals** The first 4 listed come out weekly and cover significant topics of the previous week.

   a. Congressional Quarterly Weekly Report
   Ref. JK 1 .C15 (current issues on reserve)
   Gives detailed reports on government activities. Covers bills, acts, how members of congress voted, major legislation, and related subjects.

   b. National Journal: the weekly on politics and government
   Ref. JK 1 .N28
   Similar to CQ Weekly Reports. Articles supported by charts and statistical data. Provides a weekly index at the back pages of each issue, as well as an index of "recent articles."

   c. Facts on File
   Ref. D 410 .F3
   Subtitle: world news digest, with index.
   International in scope, but emphasizes important events that have occurred in the U.S. Gives texts of major political speeches. A detailed index is issued every 2 weeks (blue pages), with quarterly and annual cumulations (yellow pages).

   d. Keesing's Contemporary Archives
   Ref. D 410 .K4
   International in scope, but emphasizes events of the British Commonwealth. Supplies informative background reports. Gives texts of major political speeches, communiques, treaties, and laws. Index is arranged under the name of the country, territory, continent, or group of governments (yellow pages).

   e. Current Biography
   Ref. CT 100 .C8
   Monthly; cumulated annually. Sketches of international personalities, with source references listed.

PRACTICE QUESTIONS

1. I'd like information about the recent airplane crash in Detroit.

2. Where can I quickly find current information about England's Labour Party?

3. I need brief information about lynchings of blacks in the late 40's and early 50's. Can I find something written at that time?

4. I'm doing a paper on U.S. Senator Inouye who was on the committee investigating the Iran-Contra affair. Where do I start?

5. I need some detailed information about congressional activities of last week.

ANSWERS TO PRACTICE QUESTIONS

1. Recent articles on this can be found in the Magazine Index, the National Newspaper Index, and the Business Index under the following subject headings:
"Aeronautics -- Accident Investigation"
"Aeronautics -- Accidents"
"Airlines -- Accidents"
"Northwest Airlines Inc. -- Accidents" (this one can be used only if you know the name of the airline involved)

2. A very good place to get this would be in Keesing's Contemporary Archives. Check in the index (yellow pages) under "United Kingdom -- Labour Party." This will lead you to several pages on this topic.

3. Facts on File is a very good source for this type of question, especially if the information needed doesn't have to be in-depth. It is best to first check the Facts on File 5-Year Index -- one for 1946-50; another for 1951-55. The subject heading "lynching(s)" directs one to several listings.

4. Just our luck, Current Biography just published a biography of Senator Inouye in Volume 48, number 9 (September 1987), pages 24-28. If further information is needed, the patron could use the list of references at the end of the article.

5. CQ Weekly Reports would give detailed coverage; National Journal might provide articles covering some congressional activities. In this case CQ Weekly Reports would probably give the patron what he/she needs.

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: mid-term discussions

I'd like to thank you for taking the time to share with me your perceptions about your work performance. I hope the discussions were as useful for you as they were for me. You exhibited a self-awareness and an understanding of your work performance and what aspects you would like to strengthen. I was also pleased with your plans to maintain strengths and strengthen areas which need improvement. Thank you for sharing your thoughts with me.

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO:

FROM: Judy Ohles DATE:

SUBJECT: mid-term discussions

Thank you very much for taking the time to share with me your insights about your own work performance as well as those about the training program. I appreciate your honesty and your continuing efforts to improve your reference skills. I am also very pleased with the suggestions regarding the training program, and I hope to implement them, if possible.

Thank you for sharing your thoughts with me!

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO: SRAs

FROM: Judy Ohles DATE:

SUBJECT: evaluations

I have scheduled end-of-the-semester evaluations for next week. The schedule is as follows:

Dan -- Mon., 9:00-10:00

George -- Wed., 1:00-2:00

Sheila -- Thurs., 1:00-2:00

Chris -- Tues., 11:00-12:00

Susan -- Tues., 2:00-3:00

Please meet me at my office at these times.

THANKS!

INTERDEPARTMENTAL CORRESPONDENCE
KENT STATE UNIVERSITY LIBRARIES
KENT, OHIO

TO: Reference Staff

FROM: Judy Ohles DATE:

SUBJECT: SRA evaluations

The time for SRA evaluations is drawing near. Please give me any comments you may have about our SRAs' work performance, either at the desk or with projects. Written comments are very welcome, of course, but I accept any oral comments as well. I would appreciate having these by Monday.

THANKS!

REFERENCE DEPARTMENT STUDENT EVALUATION FORM[8]

STUDENT EMPLOYEE_____ PERIOD (month, year) : from _____ to _____

Please evaluate the following traits:	EXCELLENT	VERY GOOD	AVERAGE	BELOW AVE.	UNSATISFA.
1. QUALITY OF WORK (accuracy, neatness, thoroughness)					
2. QUANTITY OF WORK (volume, amount, speed)					
3. STAFF RELATIONSHIPS (works harmoniously with staff at all levels)					
4. ORGANIZATION OF WORK (effective use of time)					
5. KNOWLEDGE OF WORK (understanding, comprehension, knowledge of resources)					
6. JUDGMENT (ability to make decisions, apply knowledge)					
7. INITIATIVE (motivation, interest in work)					
8. ADAPTABILITY (adjusts to changes in work assignments, to uneven work flow)					
9. RELIABILITY (is punctual, adheres to work schedule)					
10. DEPENDABILITY (able to work without direct supervision when necessary, ability to follow through on assignments)					
OPTIONAL:					
11. PATRON INTERACTION (displays a visible friendly and helpful attitude towards patrons, is polite and patient)					

COMMENTS: Please include areas of work that warrant special recognition and those that need strengthening (e.g., completion of special projects in an efficient manner, professional demeanor)

COMMENTS BY STUDENT EMPLOYEE:

DATE:_____ EVALUATOR'S SIGNATURE:_____

STUDENT EMPLOYEE'S SIGNATURE:_____

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NOTES

[1] The ALA Glossary of Library and Information Science (Chicago: American Library Association, 1983), p. 231.

[2] The Reference Department Training Manual is an in-house publication for the Kent State University Library Reference Department. It consists of policies and procedures of the Reference Department. It was written by Greg Byerly, Martha Goold, and Ruth Main and revised and updated by Judy Ohles.

[3] This document was prepared by the Reference Department Committee on Student Utilization and Training: Dr. James Geary, Chair, Julia Canan, Ruth Main, and Judy Ohles.

[4] This document was prepared by the Reference Department Committee on Student Utilization and Training: Dr. James Geary, Chair, Julia Canan, Ruth Main, and Judy Ohles.

[5] This was prepared by Raghini S. Suresh, Reference Librarian, Kent State University.

[6] This Library Guide mentioned was prepared by Mary Gaylord, Reference Librarian, Kent State University.

[7] This Library Guide mentioned was prepared by Mary Gaylord, Reference Librarian, Kent State University.

[8] This document was prepared by the Reference Committee on Student Utilization and Training, and approved by the Kent State University Reference Department.